

# Peak Time Rebates FAQ

## Why is PGE launching Peak Time Rebates?

It's part of our commitment to introduce new energy programs that inspire a future fueled by clean energy that's still affordable, reliable and reduces the need for additional power plants.

Peak Time Rebates is about identifying and shifting energy use when energy demand is at its highest, as is the cost of energy.

When customers shift their energy use during these Peak Time Events, they can earn rebates in the form of an on-bill credit.

## How can I shift my energy use during a Peak Time Event?

Here are a few easy ways:

- Close your curtains or blinds on hot, sunny days.
- Don't wash clothes or dishes during an event.
- Adjust your thermostat 1 to 3 degrees.
- Stay cool with fans instead of AC.
- Unplug laptop and cell chargers when not in use.

## What if I don't participate in a Peak Time Event?

There is no penalty for not participating. You can always participate in the next event. Remember, though, you must participate to earn a rebate on your next bill.

## How much can I save?

Based on results from our pilot program, participating customers saved an average of \$2 to \$3 per Peak Time Event\*.

\*Your actual savings will vary, so there is no guarantee of savings.

## How are my savings calculated?

Your smart meter measures total household electricity use. We will calculate your savings by comparing your electricity use during a Peak Time Event with your use on days with similar weather leading up to the event. We give you \$1 for every kilowatt-hour of electricity you shift during a Peak Time Event, compared with what you would normally use.

## I did my best to shift my energy use but didn't receive a rebate? How come?

To calculate your rebate, we look at several factors, including how long you have been living at a location. For example:

- If you've been living at the same home for a while, we would look at three or more days over the past year that had hourly weather patterns like the Peak Time Event. We would compare your usage during the event to your average usage during those three days.
- If you've recently moved into a new home, we may use historical data to calculate your savings. We can look at the energy use of three homes in the PGE service area that are most like yours. Then we'd focus in on three or more days over the past year that had hourly weather patterns like the Peak Time Event, and compare your usage during the event to the average usage of these homes on those days. Once you've lived in your home for more than a year, we can calculate your energy usage and savings based on your historical usage.



## **I wasn't even home to use energy during the Peak Time Event. Why didn't I earn a rebate?**

There are a few reasons why this may have happened:

- If you're normally not home during that time of day, your typical energy use during that time may be low already. Your Peak Time Rebate is based on whether you used less than you normally use during those hours of a unusually hot or unusually cold day. So even if you didn't use much energy during the Peak Time Event, if you didn't use less than you normally use, you won't earn a Peak Time Rebate.
- In addition, some appliances use energy even when you aren't there. If you weren't home during the Peak Time Event and did not receive a rebate, you can check out savings tips to help reduce your energy usage — when you're at home or away. Visit: [portlandgeneral.com/residential/energy-savings/ways-to-save/no-cost-low-cost-tips](https://portlandgeneral.com/residential/energy-savings/ways-to-save/no-cost-low-cost-tips). If you have specific questions about your energy use, you can also contact PGE Customer Service at 800-542-8818.

## **Will I be able to view my data?**

Peak Time Rebates historical event data (savings and non-savings based on participation) will be available after the first Peak Time Event from your account summary on [portlandgeneral.com](https://portlandgeneral.com).

## **Where and how will credits appear on my bill, and how often?**

Credits received will show as "peak time credits" on the next bill you receive after the Peak Time Event.

## **How can I see my energy use and compare it to other days?**

There are a few ways you can view your energy use online. For information specific to your Peak Time Events and energy, you can log in to your account summary page at [portlandgeneral.com](https://portlandgeneral.com). You can sign up for Energy Tracker from your account summary page, which shows you when and how you're using energy, and how to save. It's free, online and easy to use. And coming soon: Peak Time Rebates historical event data (savings and non-savings based on participation) will appear on your account summary.

## **Where can I get more information about the program?**

Check out our Peak Time Rebates page at [portlandgeneral.com/ptr](https://portlandgeneral.com/ptr).

